

SUPERVISOR TO ATTACH
PROCESSING LABEL HERE

--	--	--	--	--	--	--	--	--

Write your **student number** in the boxes above.

Letter

VET Community Services

Question and Answer Book

VCE Examination – Wednesday 30 October 2024

- Reading time is **15 minutes**: 9.00 am to 9.15 am
- Writing time is **1 hour 30 minutes**: 9.15 am to 10.45 am

Materials supplied

- Question and Answer Book of 20 pages
- Multiple-Choice Answer Sheet

Instructions

- Follow the instructions on your Multiple-Choice Answer Sheet.
- At the end of the examination, place your Multiple-Choice Answer Sheet inside the front cover of this book.

Students are **not** permitted to bring mobile phones and/or any unauthorised electronic devices into the examination room.

Contents	pages
Section A (15 questions, 15 marks) _____	2–5
Section B (16 questions, 60 marks) _____	6–12
Section C (4 questions, 25 marks) _____	14–17

Section A – Multiple-choice questions

Instructions

- Answer **all** questions in pencil on your Multiple-Choice Answer Sheet.
 - Choose the response that is **correct** or that **best answers** the question.
 - A correct answer scores 1; an incorrect answer scores 0.
 - Marks will **not** be deducted for incorrect answers.
 - No marks will be given if more than one answer is completed for any question.
-

Question 1

Sustainability is important in community development work. In this context 'sustainability' can be described as

- A. focusing on possible future community issues.
- B. moderating costs while maintaining project goals.
- C. reducing, reusing and recycling in the office where possible.
- D. managing current needs without impacting future generations.

Question 2

Community development can benefit from collaboration. An outcome of collaboration in community development is

- A. supporting collective action and driving partnerships.
- B. creating synergies between organisations.
- C. becoming an environmental change-maker.
- D. attracting more financial support.

Question 3

Which one of the following best describes 'dignity of risk'?

- A. minimising risk-taking behaviour
- B. supporting clients to make informed decisions and learn from their mistakes
- C. encouraging clients to take risks, whatever the outcome
- D. not disclosing known risks of harm to clients or others

Question 4

In community services, what does the acronym AOD stand for?

- A. administrator on duty
- B. alcohol and other drugs
- C. alcoholism and other diseases
- D. acknowledgement of debt

Question 5

What is another name for a National Criminal Record Check?

- A. State Criminal Check
- B. Police Check
- C. Rap Sheet
- D. Working with Children Check

Question 6

In a community services organisation, the worker should refer a client to a different service when

- A. the worker dislikes them.
- B. staffing changes within the organisation.
- C. the worker and the client have different cultural backgrounds.
- D. the client's needs exceed the organisation's limitations.

Question 7

What is mandatory reporting?

- A. the legal obligation for all adults to legally report suspected abuse or neglect of a child under 16 years of age
- B. the final milestone in the funding acquittal process
- C. the legal obligation for specific professionals to legally report suspected abuse or neglect of a child under 16 years of age
- D. the mandate for all professionals to provide proof when reporting concerns of abuse or neglect of a child under 16 years of age

Question 8

'Everyone has the right to freedom of thought, conscience and religion.' This statement refers to

- A. the right to access free education and health care.
- B. the right to access government-supported university places.
- C. freedom of speech and expression within your home and workplace.
- D. human rights.

Question 9

An example of interpersonal skills consistent with community services practices and standards is

- A. going to a client's birthday party.
- B. sharing personal information with a client.
- C. taking extensive notes while talking to a client.
- D. active listening and empathy.

Question 10

Building rapport with clients is important

- A. to retain funding.
- B. to create opportunities for clients to develop social skills in a safe, supported environment.
- C. to assist in identifying and addressing client needs.
- D. to ensure clients are dependent on the service.

Question 11

Priorities of a community or group are best defined by

- A. designing, developing and distributing a survey.
- B. using your own personal experience.
- C. engaging stakeholders through participation and research.
- D. researching concerns that have been in the media.

Question 12

When supporting a community or group, it is important to have knowledge of relevant historical issues in order to

- A. explain what went wrong.
- B. predict their future, based on what has happened in other communities or groups.
- C. decide whether to work with the community or group.
- D. learn from previous actions and be sensitive to issues that impact the community or group.

Question 13

The process of enabling communities to increase control over their lives by learning about their rights is called

- A. good support.
- B. goal setting.
- C. respectful relationships.
- D. empowerment.

Question 14

A strategic approach to influencing outcomes and driving change on behalf of a community is called

- A. indifference.
- B. empathy.
- C. advocacy.
- D. social work.

Question 15

Which principle directs community service workers to protect the safety and wellbeing of others?

- A. dignity of risk
- B. duty of care
- C. occupational health and safety
- D. responsibility to support

Do not write in this area.

Section B

Instructions

- Answer **all** questions in the spaces provided.
 - Write your responses in English.
-

Question 1 (2 marks)

Name two benefits of respect in the client–worker relationship.

- _____

- _____

Question 2 (10 marks)

You are a community services worker at The Welcome Centre, a resource centre in a regional area that provides ongoing support for individuals and families who have recently moved to Australia. The centre offers programs and services to assist migrants. The community is a mix of long-term older residents and families and newly arrived migrants who have settled in the area.

- a. What are two examples of social issues and two examples of health issues that the community may be facing?

4 marks

Social issues	Health issues

b. Working at The Welcome Centre gives you an opportunity to talk with the clients as they engage with the services. Each response can only be used once.

i. List two possible methods you could use to gather information about the needs of the clients as **individuals**.

2 marks

- _____
- _____

ii. List two possible methods you could use to gather information about the needs of the clients as a **group**.

2 marks

- _____
- _____

c. State two reasons why it is important to use a variety of methods to gather feedback from clients and community groups.

2 marks

- _____

- _____

Question 3 (2 marks)

If a client has multiple support needs, how does the community services worker prioritise what to focus on?

Do not write in this area.

Question 4 (2 marks)

Provide two reasons why it is important for a client to have an exit plan before leaving a service.

- _____

- _____

Question 5 (4 marks)

Explain why community services organisations seek client opinions when a client exits a service. Provide two reasons why this sometimes may **not** be possible.

Explanation _____

Reason 1 _____

Reason 2 _____

Question 6 (2 marks)

You are a community services worker at a community hub that is co-located with a library. A group of young parents with their babies meet informally at the library to run some group activities to build life skills in areas like meal planning and budgeting.

Is this an example of community development? Explain your response.

Do not write in this area.

Question 7 (6 marks)

At the library, there are currently no facilities for parents to change nappies and feed their babies. The young parents’ group advised that this has led to some uncomfortable situations for parents, babies and other library users.

List three actions the young parents’ group can take to advocate for these facilities to be provided within the library. For each action, give an example of the support that you, the community hub worker, would provide.

	Actions the young parents can take	Support provided by the worker
1		
2		
3		

Question 8 (3 marks)

During engagement with the parents’ group, a 19-year-old mother approaches you and tells you she has been forced to move out of her home due to a relationship breakdown. She is visibly distressed and not sure what to do, or where she is going to live.

Name three actions that you, as a community hub worker, can take to support the mother.

Action 1 _____

Action 2 _____

Action 3 _____

Question 9 (4 marks)

Explain why accountability and demonstrating impact are important when monitoring and evaluating a community project.

Accountability _____

Demonstrating impact _____

Do not write in this area.

Question 10 (3 marks)

Name three responsibilities specific to the role of a community development worker.

- _____
- _____
- _____

Question 11 (3 marks)

Why is it important for an organisation to have documented policies and procedures?

Question 12 (4 marks)

a. What is asset-based community development (ABCD)? 2 marks

b. Name two examples of 'assets' in the context of community development. 2 marks

- _____
- _____

Do not write in this area.

Question 13 (4 marks)

In the context of community development work, define a private issue and a public issue and give one example of each.

	Definition	Example
Public issue		
Private issue		

Question 14 (5 marks)

a. Give three examples of disadvantages that exist in society.

3 marks

- _____
- _____
- _____

b. Select **one** example used in Question 14 **part a** and explain how the disadvantage may impact a person's ability to participate in their community.

2 marks

Question 15 (4 marks)

If a client is experiencing homelessness, name four barriers they might encounter in attending a community services organisation.

- _____

- _____

- _____

- _____

Question 16 (2 marks)

When working with community groups it is important to encourage positive interactions within the group.

Identify two strategies for effectively managing community group dynamics.

- _____

- _____

Do not write in this area.

Do not write in this area.

This page is blank.

Examination continues on the next page.

Section C – Case Study

Instructions

- Answer **all** questions in the spaces provided.
 - Write your responses in English.
-

Question 1 (14 marks)

A major factory complex has closed down in a regional area, leaving many people unemployed. The local council recognises the need to create a job seeker centre to support these people to transition into new employment.

- a. Name **two** considerations that must be made when establishing this job seeker centre. 2 marks

- b. A mission statement is an inspiring statement that describes the purpose and objectives of an organisation.

In the table on page 15:

- Write a mission statement for the job seeker centre. 4 marks
- Identify two stakeholders. 2 marks
- Name two activities/programs that the job seeker centre could offer. 2 marks
- Identify two staff positions. 2 marks
- Identify two legislative requirements relevant to the centre. 2 marks

Do not write in this area.

Job seeker centre		
Mission statement		
Stakeholders		
Activities/programs		
Staff positions		
Relevant legislation <ul style="list-style-type: none">••		

Question 2 (6 marks)

a. Give two examples of how the establishment of a job seeker centre will address the issues identified by the local council. 2 marks

- _____

- _____

b. i. What process would community workers use to determine if the job seeker centre was responsive to community needs? 2 marks

ii. Provide **two** possible outcomes of this process. 2 marks

Question 3 (2 marks)

A number of community members have expressed interest in volunteering at the job seeker centre.

List two legal documents that community members will be required to provide prior to volunteering at the job seeker centre.

- _____
- _____

Question 4 (3 marks)

The proposed site for the job seeker centre is near the local neighbourhood centre, which runs many programs for the community, including a Men's Shed and a community garden.

Identify three opportunities for collaboration between the two services.

- _____
- _____
- _____

Do not write in this area.

This page is blank.

Do not write in this area.

Do not write in this area.

This page is blank.

